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A

Date: December 7, 1999  
Re: Inventor(s): Jose Villena, Jeffrey Stout, Eyal Ben-Chanoch,  
and Herrick Gooden  
Title: **NON-BLOCKING EXPANDABLE CALL  
CENTER ARCHITECTURE**  
Atty. Docket No.: 233/1



Box NEW APP. FEE  
Assistant Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

Submitted herewith is the above-identified patent application. Also enclosed are:

- 1) 3 sheets of informal drawings (Figs. 1-3);
- 2) A self-addressed, stamped return postcard; and
- 3) A check in the amount of \$380.00 payable to the "Commissioner of Patents and Trademarks."

Respectfully submitted,

KAPLAN & GILMAN, L.L.P.

*Jeffrey I. Kaplan*  
Jeffrey I. Kaplan  
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JIK/pa  
Enclosures

**CERTIFICATE OF MAILING**

Express Mail mailing label number: EL069665552US  
Date of Deposit: December 7, 1999

I hereby certify that this paper or fee is being deposited with the United States Postal Service Express Mail Post Office to Addressee service under 37 C.F.R. §1.10 on the date indicated above and is addressed to Box NEW APP. FEE, Assistant Commissioner for Patents, Washington, D.C. 20231.

Paula M. Halsey

(Typed or printed name of person mailing paper or fee)

*Paula M. Halsey*  
(Signature of person mailing paper or fee)

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